



State of California
Commission on Teacher Credentialing
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MANAGING EDUCATOR PROFILE INFORMATION

The Commission's Educator Login Page at <http://www.ctc.ca.gov/credentials/online-services/default.html> is used to maintain and update personal profile information when there is a change in name, mailing address, email address, or telephone number. It is the educator's responsibility to ensure that contact information provided to the Commission is current.

Information about the Commission's online system is available in the Frequently Asked Questions at <http://www.ctc.ca.gov/credentials/online-services/pdf/CTC-online-FAQ-public.pdf>. Additional step by step instructions on how to renew a credential or complete a recommendation is available on the Commission's website at <http://www.ctc.ca.gov/credentials/online-services/default.html>.

Updating Profile Information

1. From the Commission's webpage at <http://www.ctc.ca.gov/credentials/online-services/default.html>, click on the Educator Login button.
2. Enter Social Security Number (SSN) or Individual Tax Identification Number (ITIN) and Date of Birth (DOB). Click 'OK'.
3. Click the Edit button to update information or the 'New' button if entering a new address. **NOTE:** *Changes to an SSN, ITIN or DOB cannot be completed online.*
4. Always click the 'Save' button or Ctrl+S before moving to the next screen.

Profile Changes That Cannot Be Completed Online

Most name changes can be completed online by the educator. However, educators cannot use the online system to change a name that was misspelled or entered incorrectly (last name first, first name last). ***Changes to an SSN, ITIN or DOB cannot be completed online.*** If a name change completed online does not save, or when there is a need to change an SSN, ITIN or DOB, Form 41-NC *Declaration of Change to Name or Personal Profile* must be completed including verification of identity and mailed to the Commission. This form is located at <http://www.ctc.ca.gov/credentials/leaflets/41-NC.pdf>.

Authentication of Changes to Profile

When educators change their name or email address, an authentication process to verify identity must be completed. The questions used for the authentication process are based on information from public records. If an educator receives a message that the change was not successful, he or she should repeat the authentication process and attempt to update the information a second time.

Notification of Changes to Profile

Educators will receive an email notification regarding any profile change made and are advised that the Commission should be contacted if the educator or program sponsor did not request the change. If an educator recently completed a Commission-approved program, the recommending agency may have changed the profile. Check online to ensure that the profile information is correct and if a recommendation was submitted on the educator's behalf before contacting the Commission. Questions may be sent by email to credentials@ctc.ca.gov.